



## FAQ

### 1. How does Bitcoin Recovery work?

- Bitcoin Recovery's operation including comprehensive combination of passwords, covering all possible elements in a password (upper/lower cases, numbers / special symbols) to avoid missing out any character. You need to generate a list of potential password phrases based on your best guess for your password, and decryption is based on the rules you set up, the computer will combine all the characters you selected in a certain order, then it can create a highly optimized multi-threaded program to perform the brute-force decryption until it succeeds, the better the computer's CPU (with as many cores as possible), the faster the decryption.

### 2. Safe and Trust

- Have you ever had such confusion that whether you can trust our team with your wallet file? Why won't we just steal your money? It's a good question. If you send us your wallet file, and when we decrypt the password combinations, it would be possible for us to steal the money that the wallet holds. (Actually, we won't, but you can't be sure of that) The software itself will not cause your wallet to be stolen. Version 1.0 is running locally, and it doesn't upload any of your information (You better back up your wallet files to avoid accidental damage). If you still feel unsafe or unable to completely trust us, you can disconnect the network link to run the decryption program, and then transfer your decryption file in U disk, so that your

wallet security will be safe, because it can operate without a network so that we can protect our customers' confidentiality, without giving us any opportunity to steal your money.

### 3. Why does decryption process take so long?

A. Your computer is poorly configured and you need a high-frequency and multi-core CPU to ensure the speed of operation.

B. You have too many keywords. In version 1.0, all software's calculations depend on your own computer, and the speed of stand-alone computing is limited. If you have no idea at all of your wallet password or it was more than a handful of characters long, then it is unlikely that we can help you. No-one in the world can crack the encryption used in the Bitcoin wallet if the password is more than 20 fairly random characters. Each additional one-digit password or one more character which participates in the combination will lead to an exponential increase in the total number of combinations. Therefore, in the case of more password digits and more combination characters, a single computer maybe not quickly test all the password combinations, so it takes a long time to wait.

### 4. What if the decryption process is too long?

A. Please refer to our **Tips**.

B. Version 2.0 will be online in the future. Version 2.0 computes in cluster center while use storage server to generate passcode-notebook, which can dramatically increase computing efficiency by using high performance server and cross-testing on password-notebook. Reasonable estimates suggest that its calculation efficiency can be increased by at least 100 times

## **5. What if Bitcoin Recovery displays “wallet file is not exist” ?**

A. Make sure your wallet file is not damaged, Bitcoin Recovery is based on Bitcoin series framework to operate, and the operation process should be the same for all crypto currency password if they are all based on bitcoin, but it does not support other series of crypto currency wallet files.

B. Check out your wallet file path name, because it only support the full English path name, and preferably not more than four layers of folders, meanwhile, folder paths which containing special characters and other languages may report errors, too.

C. If the first two points have been confirmed correctly and it belong to the Bitcoin currency series framework wallet file, your wallet file may have data structure changes, you can contact us to apply for software customization services, we need you to provide

wallet source code, the customization software takes 1-2 weeks and we need additional fees.

## 6. Charge

BitcoinRecovery Team receives the request, confirms final service fee **(10% of net worth of recovered wallet address)** and sends out a confirmation letter along with a bitcoin wallet address, we support BTC(Bitcoin) payment.

## ● Conclusion

The block chain is still an experimental product , we cannot guarantee that the development progress will be exactly consistent with our previous thoughts, and we cannot make promises for returns, however, please do believe that we will do our best to develop and improve our product, and we will try our best to serve our customers. No matter how useful the underlying blockchain technology is, or how widely it can be applied, there are real and substantial risks involved in cryptocurrency, please be more careful about it, and we still have two series of product lines will be launched soon. Please keep the attention of our team. Thanks.